



Fiscal Year 2015 Annual Report

July 1, 2014 – June 30, 2015

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The Americans with Disabilities Act (ADA) is a comprehensive Federal civil rights law that prohibits discrimination and ensures equal opportunity for persons with physical or mental disabilities in employment, State and local government services, public accommodations, commercial facilities, and transportation. The Office of ADA Compliance & Accessibility (Office) seeks to ensure that every City-operated or funded facility, program, service, and activity is accessible to and usable by people with disabilities in accordance with all federal, State, and local codes and laws, including the Americans with Disabilities Act of 1990. As required under Title II of ADA, this office administers the City's Transition Plan and manages accessibility complaints filed by people with disabilities. The City of San Diego's Transition Plan, adopted in June 1997, identifies and removes physical accessibility barriers in existing facilities and the public-right-of-way (PROW).

During Fiscal Year 2015 (FY15), the Office provided oversight on 99 ADA projects to ensure access to City facilities and PROW. These projects have short and long term benefits for people of all ages with disabilities. Of these projects, 33 were completed.

In FY15 the Office received \$1.4 million from Development Impact Fees for the installation of audible pedestrian signals and missing curb ramps, and removing architectural barriers at a city facility. Additionally, the department received \$6.6 million¹ in Deferred Capital Bonds to remove architectural barriers at 20 City-owned facilities.

¹ Of the \$6.6 million, \$4.3 million from Deferred Capital Bond III was allocated in May 2015 to fund FY16 projects.

FY15 Accomplishments

- Completed eight ADA facility improvement projects funded in prior years:
 - Council District 2 – Civic Center Exterior Restroom
 - Council District 3 – Casa De Balboa Building
 - Council District 3 – Morley Field Tennis Registration Sports Complex
 - Council District 3 – Timken Art Gallery
 - Council District 4 – Oak Park Library
 - Council District 6 – N. Clairemont Recreation Center
 - Council District 7 – Allied Gardens Pool
 - Council District 9 – Adult Center, East San Diego
- In response to complaints or requests from the public the Office of ADA installed and/or repaired PROW projects funded in prior years:
 - 7 audible pedestrian signals²
 - 19 curb ramps³
 - 1 path of travel
- Surveyed 120 facilities and intersections, reviewed 80 construction documents, conducted 130 on-site inspections, and responded to 953 disability-related calls and emails.
- Responded to 213 technical assistance questions regarding ADA and disability.
- Staffed three Mayor’s Committee on Disability monthly meetings.⁴

² Multiple audible pedestrian signals installed within each project

³ Multiple curb ramps installed within each project

⁴ In fall 2014, it became apparent that the Mayor’s Committee on Disability needed to be restructured and formally recognized as a Charter section 43(a) advisory board, rather than a more limited citizens’ committee. On April 8, 2015, City Council approved the new Accessibility Advisory Board with its first meeting anticipated in fall 2015.

Complaint Database

The Office manages all disability-related complaints filed by members of the public for the City. In FY15 the Office received 172 ADA complaints, 17 of which were resolved in the same fiscal year. Ninety-one complaints from prior years were also resolved for a total of 108 complaints resolved in FY15.

FY15 COMPLAINTS RECEIVED AND RESOLVED

Type of Complaints	1ST QTR Jul - Sep	2ND QTR Oct - Dec	3RD QTR Jan - Mar	4TH QTR Apr - Jun	YTD
Audible Pedestrian Signals	7	8	3	4	22
Curb Ramps	16	23	29	30	98
Path of Travel/Public Right-of-Way	1	4	4	2	11
Sidewalks	4	6	4	10	24
Traffic Control Devices	2	0	0	1	3
Other Types of Complaints (Parks, Parking, Street Lights)	6	6	1	1	14
Total Complaints Received	36	47	41	48	172
Total Complaints Resolved	34	25	19	30	108
Mean Average Number of Days to Resolve Complaint	788.2	918.4	784.8	819.4	836.0